

**STATE OF VERMONT
ENHANCED 9-1-1 BOARD
General Meeting #4
20 October 2016
Capitol Plaza Hotel
100 State St, Montpelier, VT
Room #338**

10:05 AM – Call to Order

Chair Gary Taylor brought the meeting to order. The following were in attendance:

Board Members Present

Chief Gary Taylor, Chair
Sheriff Roger Marcoux, Vice-Chair
Chief Steven Locke
Steve Gold
Captain Thomas Hango
Jerome Pettinga
Kate O'Connor (via conference bridge)

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Others Present

Stephen Whitaker (via conference bridge, arrived after roll call)

Approval of Minutes

- 7/14/16, 8/30/16, & 9/19/16 – *Motion: Chief Locke made a motion to accept all the minutes as written; 2nd by Steve Gold. There was no discussion and the motion passed unanimously by voice vote.*

Old Business

1. PSAP Reimbursement Discussion – Handout #1 (PSAP Contract/MOU Draft Language – October 2016) was provided to Board members. This document is based on the current contract with the regional PSAPs; suggested changes are highlighted in yellow and is available from the E9-1-1 Board Clerk on request.
 - Barb Neal & Chair Taylor met with the two PSAPs that don't have representatives serving on the Board (Shelburne PSAP & Hartford PSAP) concerning possible changes to the current PSAP reimbursement model. Both of those PSAPs are onboard with the proposed changes.
 - Discussion:
 - Should a benchmark be added to the language in section 2 like it is currently in section 4?
 - Could section 2 & section 4 be combined?
 - Call-takers have other duties/responsibilities where they work (most are also dispatchers). That should be taken into consideration when determining benchmarks.

At this point in the meeting, Stephen Whitaker stated he was also attending another meeting and asked the Board Chair to be able to make some comments.

Chair Taylor informed Mr. Whitaker that discussions were currently taking place at the Board level.

Mr. Whitaker stated that these changes need go through the administrative rules process.

Mr. Whitaker also stated that he had learned that an RFP for an independent consultant was already out and been closed.

Chair Taylor informed Mr. Whitaker that was not the topic being discussed; that item was not yet reached on the agenda.

Mr. Whitaker stated that he would call back into the meeting later – in time for public comment. Mr. Whitaker then dropped off the conference bridge.

- Discussion (continued)
 - Is it possible to try out the new model for six months w/o a benchmark added to section 2 and then revisit the issue (if needed)?
 - Does section 2 as currently written imply that the expectation is that each PSAP will answer 100% of calls delivered from the statewide queue?
 - Is it possible to pull call data for the last 90 days to see most recent % of calls from statewide queue answered at each PSAP?

Motion: Steve Gold made a motion to accept the scope of services as written; 2nd by Sheriff Marcoux. There was no discussion and the motion passed unanimously by voice vote.

- Further discussion:
 - The issue of budget planning and the timing of the reimbursement changes was brought up. It was clarified that the changes would not take effect until 7/1/17 (FY18). FY16 call stats (& number of call-taker workstations) will be used to provide reimbursement numbers to the PSAPs for their FY18 budgets.
 - Board staff will provide monthly call stats to PSAPs going forward.
 - What will happen if funds are left over after new reimbursement model is adopted? Will those funds roll over to the next fiscal year and create a larger amount to draw from the following year? Or could it be distributed to PSAPs as a bonus of some kind? It was decided that this issue should be discussed at the January 2017 meeting.

2. Training & Certification Policy – Handout #2 (DRAFT SOP Section 10.0.0/October 2016) was provided to Board members. A copy of this document is available from the E9-1-1 Board Clerk on request.

- Section 10.0.3 #2: At a previous meeting, board members asked that the training records clause language be removed as a suggested change to the policy. That language has been removed from this latest draft.
- Section 10.0.3 #4: Suggested change: remove sentence “If the call-taker is behind and their EMD certification is impacted, PSAP Administrators may be asked to remove the call-taker from the 9-1-1 call-taking schedule until all requirements have been met”.
 - Discussion:
 - Does the board have the authority to de-certify call-takers?
 - Yes, the board can de-certify call-takers, but there are many considerations that need to be taken into account especially because the board does not employ the call-takers.
 - Section 10.0.3 #4 would remain as originally written (the PSAP will be required to provide the board with a written plan to bring a call-taker up-to-date with the annual continuing education requirements)
 - Perhaps the Board should adopt a separate decertification policy.

Motion: Remove second sentence from Section 10.0.3 #4 (DRAFT SOP Section 10.0.0/October 2016)

Move: Sheriff Marcoux; 2nd by Captain Hango

Discussion:

1. *Does this happen often? (Answer: No)*
2. *Do we need to add language “we reserve the right to de-certify under certain circumstances”?*
(Answer: The board should look at adopting a separate decertification policy document.)
3. *Further discussion is needed on a decertification policy/process.*

Vote: Motion passed unanimously by voice vote.

- Section 10.0.1 #1 contains language that call-takers must “achieve a passing grade on all exams”, but does not define what a passing grade is.
 - Discussion:
 - What constitutes a passing grade (some classes are pass/fail, others use a % or letter grade)?
 - Is it necessary to define a passing grade in this document or should that be determined on a class by class basis?

Motion: Change language to “achieve a passing grade on all exams as defined at the beginning of each course”.

Move: Chief Locke; 2nd by Jerome Pettinga

There was no discussion and the motion passed unanimously by voice vote.

Executive Director’s Report

Executive Director Barb Neal spoke to the Board about:

- 9-1-1 Budget
 - FY18 budget process is ongoing
 - FY17 budget adjustment will be requested
- School Compliance Project (Handout #3 – School MLTS & 9-1-1 Compliance Grant Program Status Report-October 2016. A copy of this document is available from the E9-1-1 Board Clerk on request.)
 - School test calls are ongoing
 - Approximately 150 schools have called to schedule testing so far
- School Compliance Grant (Handout #4 – Enhanced 9-1-1 Compliance Grant Program-Fall2016. A copy of this document is available from the E9-1-1 Board Clerk on request.)
 - Total amount available for grant program is 200K
 - Application deadline is 11/18/16
 - Board staff should be tracking the time spent working on this program
- Training Department
 - Training staff are involved in the VT Alliance for Critical Heart Resuscitation. It is based on a national program known as the Resuscitation Academy (it was formed to improve the survival rate for cardiac events).
 - Staff member recently attended a resuscitation academy in Seattle
- RFP for Technical Consultant
 - Simplified bid process was used
 - RFP sent out to five vendors
 - Three responses received by deadline
 - Price range on responses 60-90K
 - Evaluation matrix is being finalized
 - Proposals will be evaluated once the matrix is complete.

Motion: The Board will proceed to identify a contractor and contract for the services as described.

Move: Steve Gold; 2nd by Captain Hango

Discussion: Should the Board have done this when the system RFP was released? (Answer: An independent review is part of the state RFP/contract process and was completed by DII, to the extent required, at the time. However, a more technical review, from an engineering standpoint, has not been done in the past and is good idea going forward.)

Vote: Motion passed unanimously by voice vote.

New Business – none

Public Comment/Questions – none

Next Meeting Date & Adjournment

It was determined that the next Board meeting would be held on 19 January 2017 in Montpelier (location TBD).

Motion: There being no further business, Sheriff Marcoux made a motion to adjourn; 2nd by Steve Gold. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:22 AM.

Respectfully submitted:

Soni Johnson

Soni Johnson, Board Clerk

10/28/16

Date